MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2017/2018

MHC7113 – HISTORY AND CONCEPTS OF KNOWLEDGE MANAGEMENT

(All sections / Groups)

9 October 2017
10.00 am – 12.00 pm
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages (including this cover page).
2. Please answer any 4 Questions (from the 5 Questions).
3. All questions carry equal marks and the distribution of the marks for each question is given.
4. Print all your answers in the Answer

Question 1

Power refers to the ability to influence the behavior of others with or without resistance. Types of power existed include legitimate power, reward power, coercive power and expert power.

a) Define and describe each type of power by providing example(s)

(15 marks)

b) In your opinion which type of power is most powerful? Why?

(10 marks)

Question 2

Organisational Change is any substantive modification to some part of the organization.

a) Describe two (2) models of Change Process?

(15 marks)

b) Explain any five (5) areas of organisational change?

(10 marks)

Question 3

a) What are the advantages & disadvantages of Group Decision Making?

(10 marks)

c) The behavioral management suggests theory X, Y and Z. Explain theory X and Y with proper example.

(15 marks)

Continued...

Question 4

a) What are the characteristics of knowledge goods, knowledge services and knowledge assets?

(10 marks)

b) How to manage individual behaviour in term of personality, job attitudes and perceptions?

(15 marks)

Question 5

What are the 3 Strategies for Entrepreneurial Organisations? Explain with example.

(25 Marks)

End of Paper.